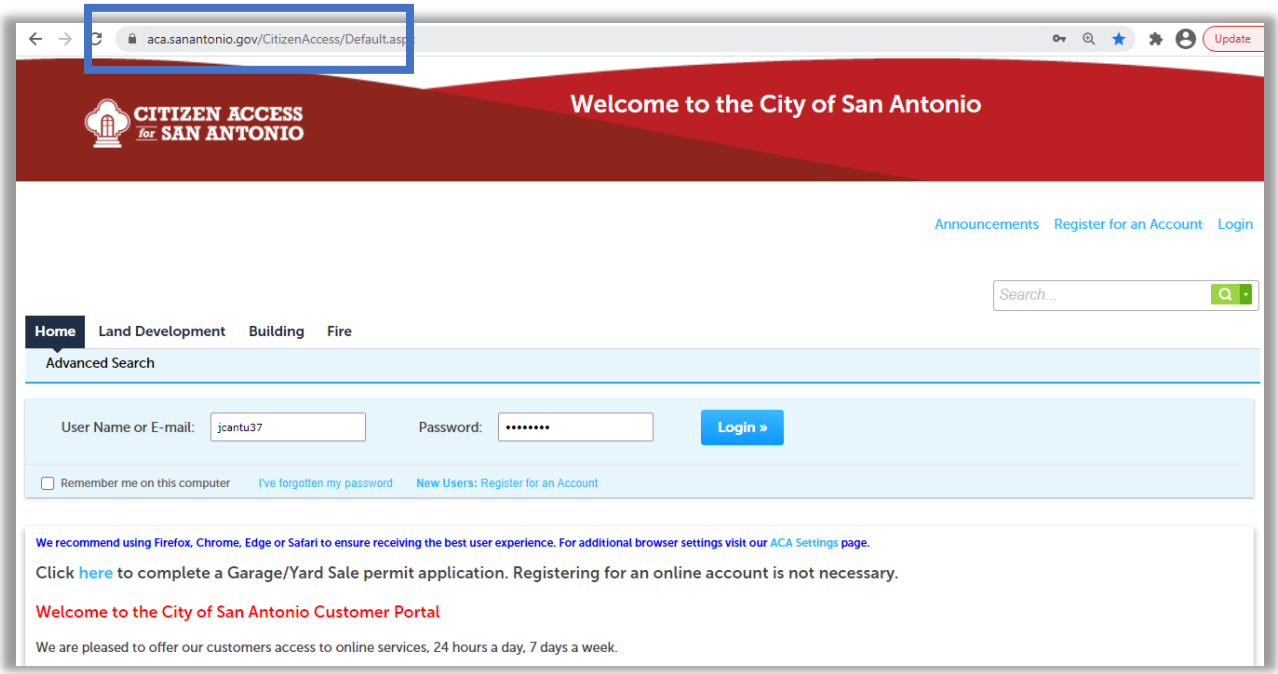
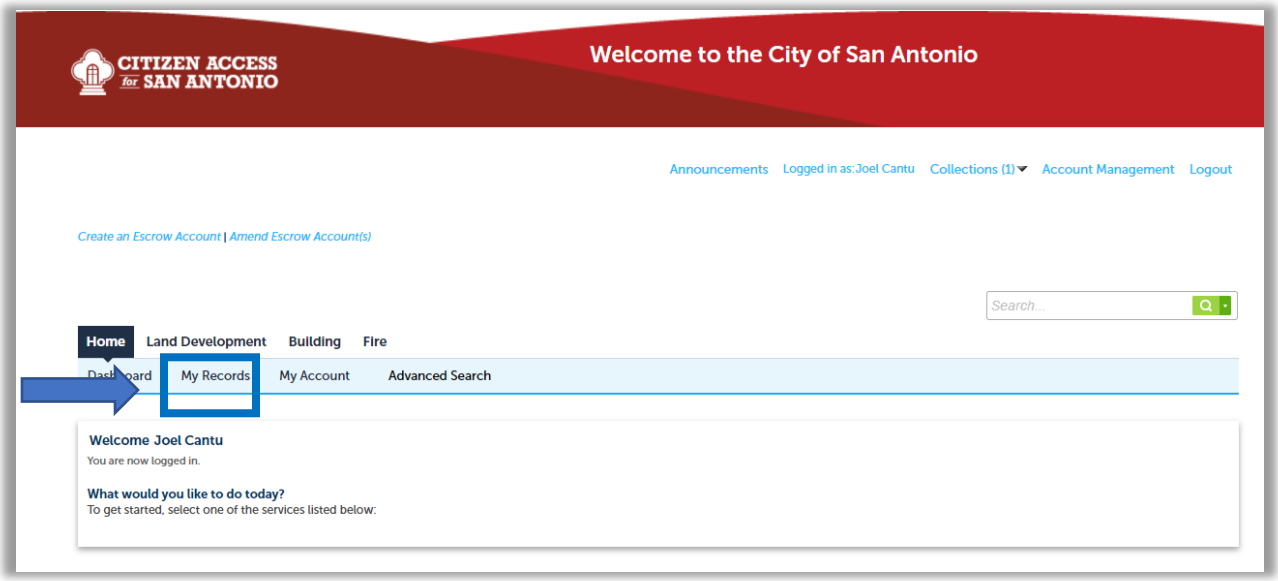
Withdrawing an Application or Requesting a Refund

1. **Go** to Accela Citizen Access (ACA) and **Login.**



2. **Click** on ***My Records*.**



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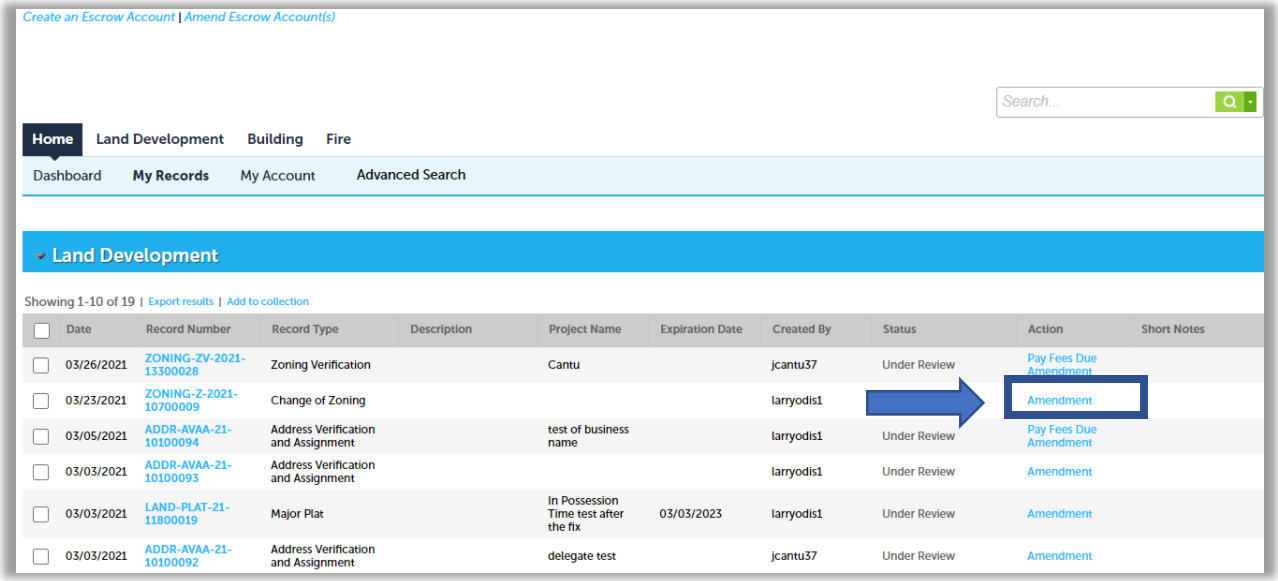
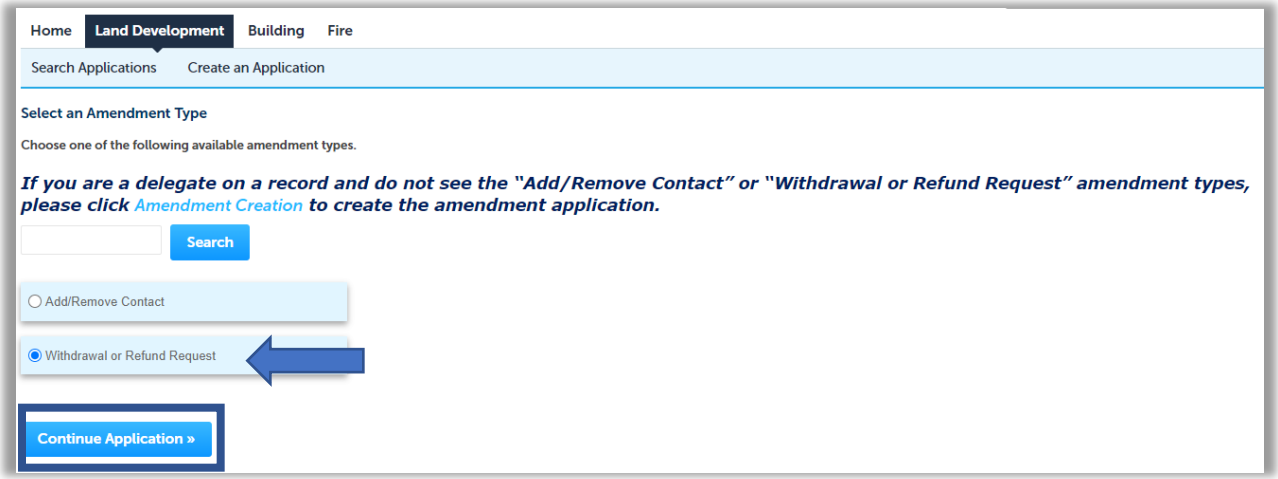
3. **Find** the ***Record Number*** you want to withdraw. **Click** on ***Amendment*** under the ***Action*** column.



4. **Select** the radio button labeled ***Withdrawal or Refund Request*** and press ***Continue Application***.

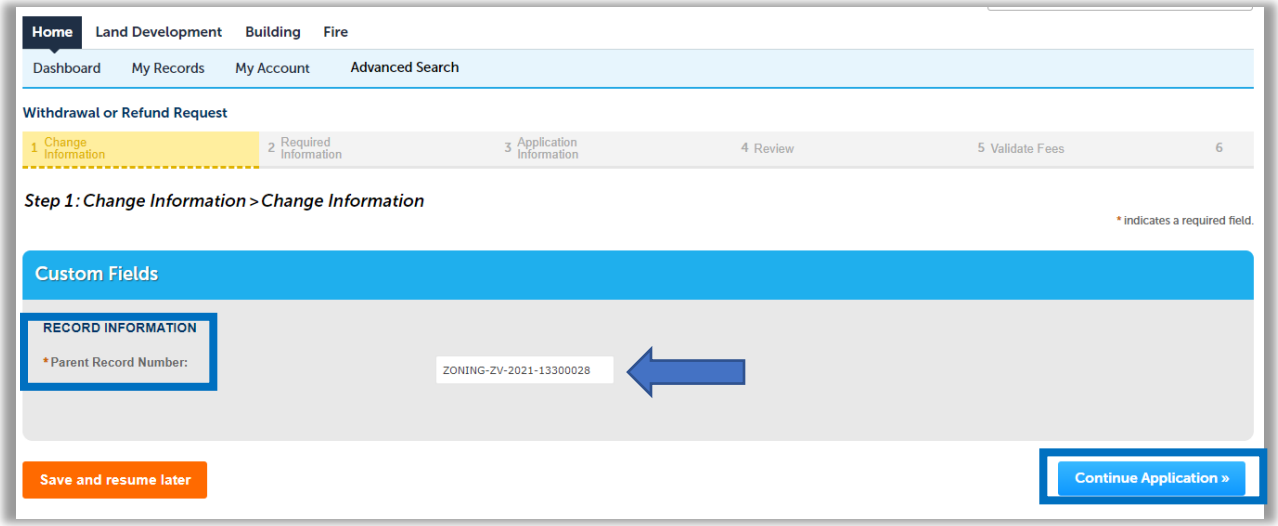


Withdrawing an Application or Requesting a Refund

Common Reasons to Withdraw a Record/Application or Request a Refund

- Duplicate record created
- No longer need record or permit
- Changes to project or permit that result in a lower fee amount

5. The field labeled *Parent Record Number* should be pre-filled. **Select *Continue Application***.



6. You will default as the ***Applicant***. **Select *Continue Application***.

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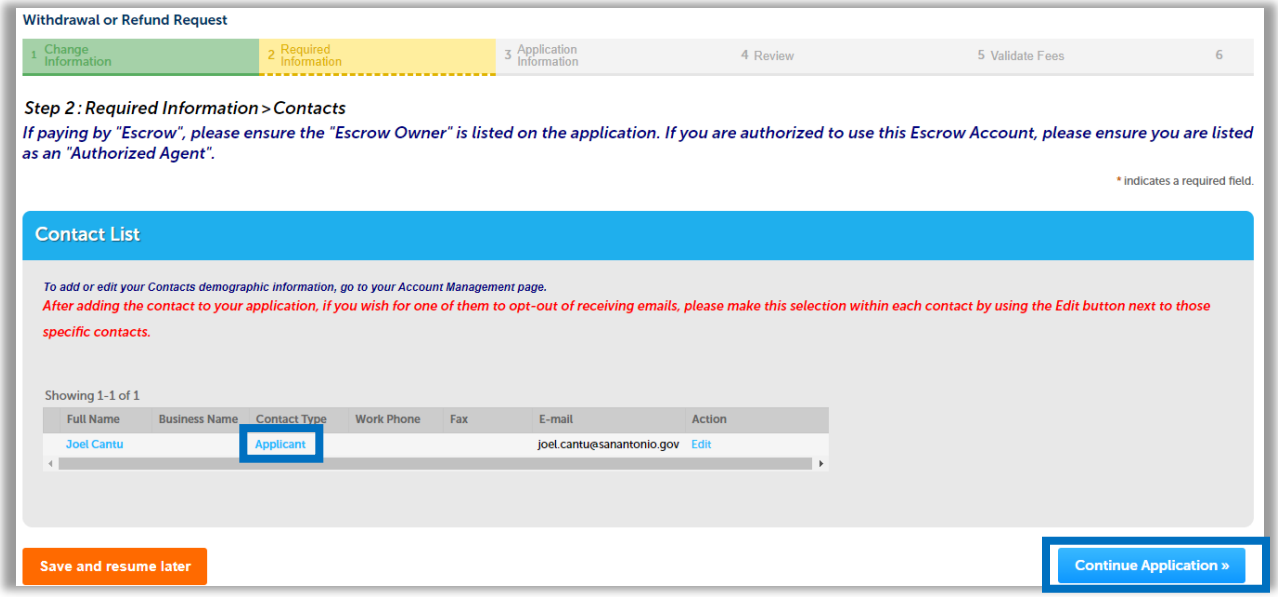
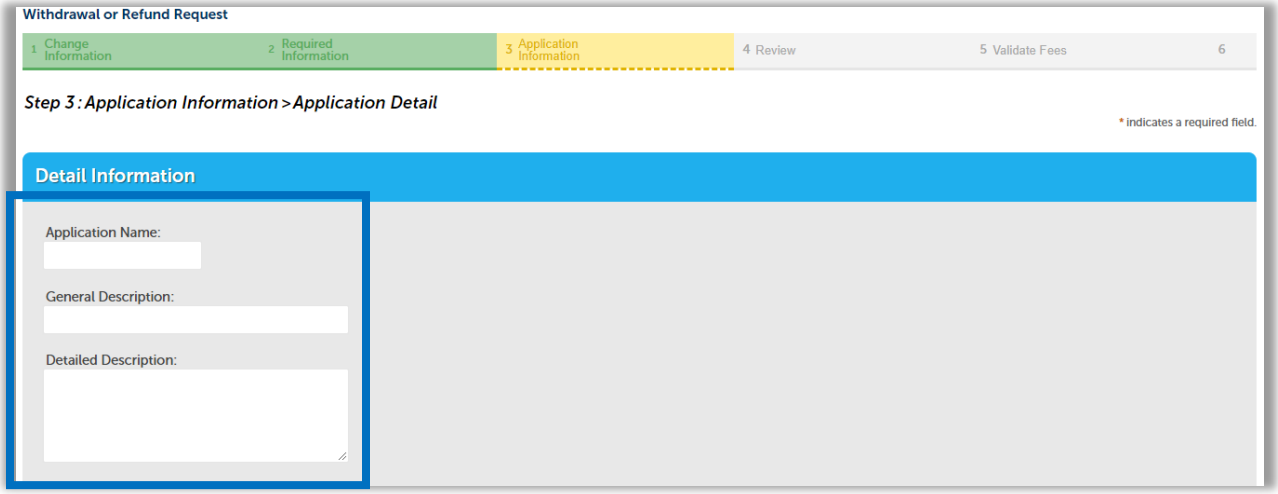


7. The following 3 fields (***Application Name, General Description, and Detailed Description***) are not required, but can be used to communicate information to staff.



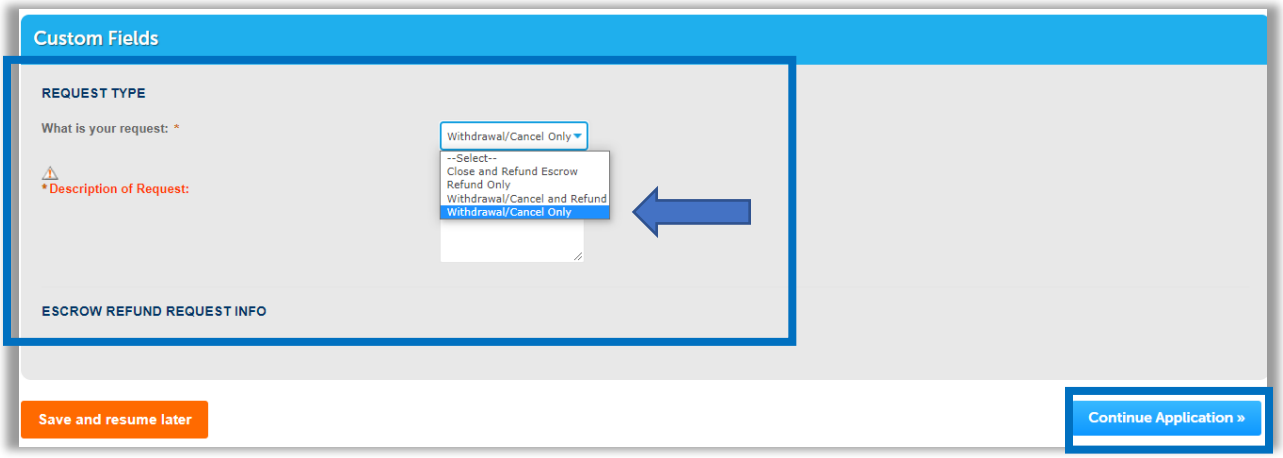
8. The two fields (***What is your Request and Description of Request***) are **Required** and must be completed to continue. **Fill** them in and **Select** ***Continue Application.***

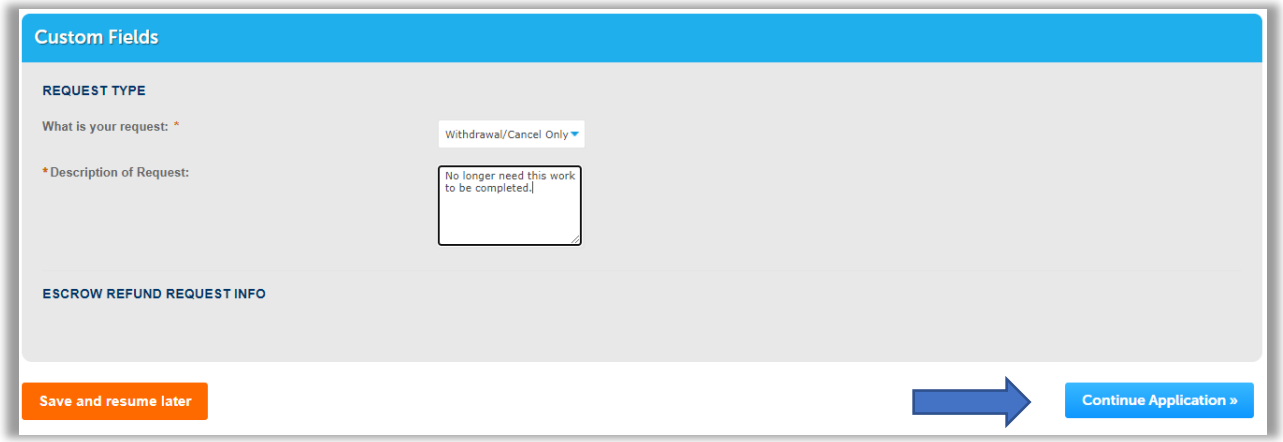
Overview of Different Withdraw/Refund Request Types

Note* A fee is generated to close an Escrow Account or to process a refund. Withdrawing an application does not generate a fee.

- **Close and Refund Escrow** – This request closes your ***Escrow Account*** and Refunds the ***Escrow Balance*** to you.
- **Refund Only –** This request allows you to select a fee(s) to be refunded on a record, application, or permit, and keeps the record active (open).
- **Withdrawal/Cancel/and Refund –** This request should be selected if you have paid fees on a record, application, or permit and want to withdraw/cancel and initiate a refund.
- **Withdrawal/Cancel –** This request is intended for records, applications, or permits where fees have **not** been paid, or do not qualify for a refund. Record will be withdrawn (closed).

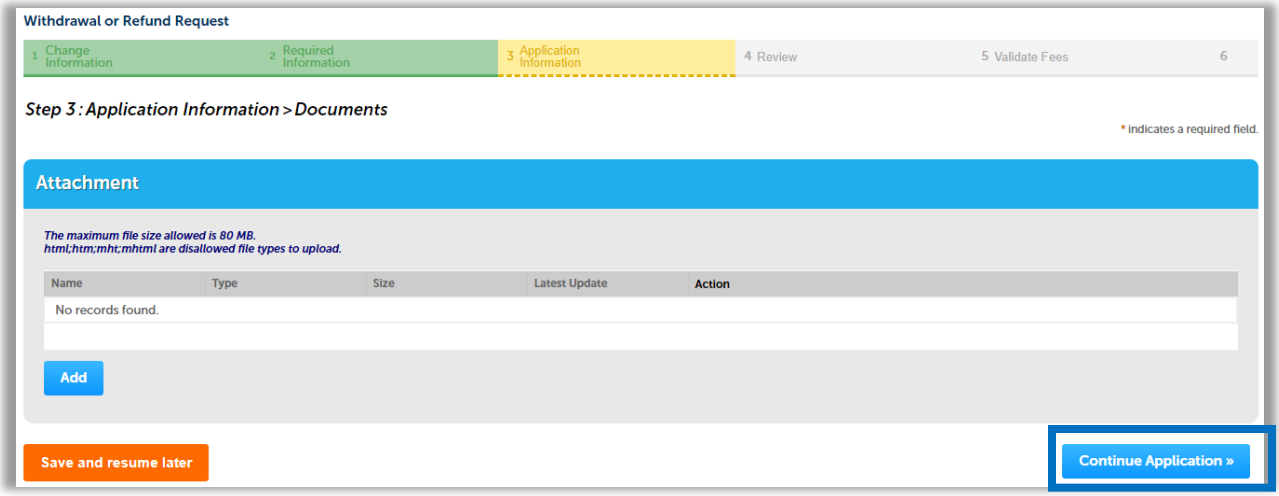
Withdrawing an Application or Requesting a Refund

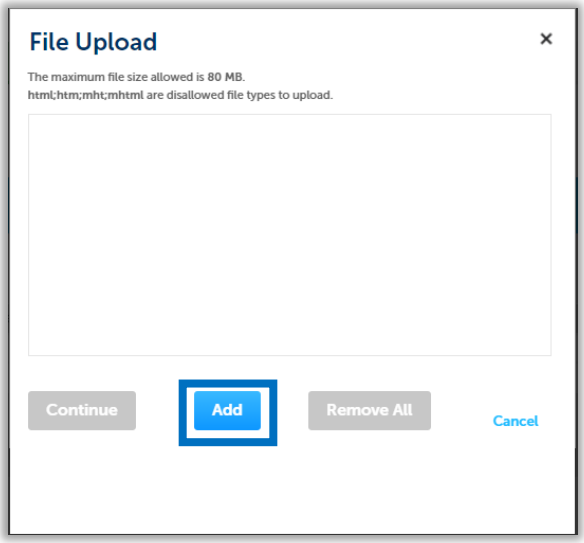


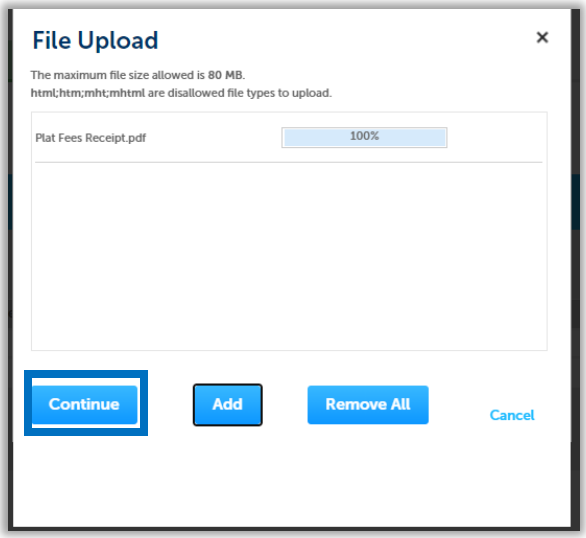


9. Attach supporting documents. **Select *Add*, Select *Add*** again to find files within your computer. To close an Escrow account, you will need to submit the ***Document Type*** **'Request to Close Escrow Letter.' Select** appropriate ***Document Type*** and Click ***Save.*** **Select *Continue Application***.

Withdrawing an Application or Requesting a Refund







10. The next page provides a review of your selections. You can **Select *Edit*** on any field to go back to that area and make revisions. Certify the application by clicking the checkbox at the bottom of the page. **Select *Continue Application***.

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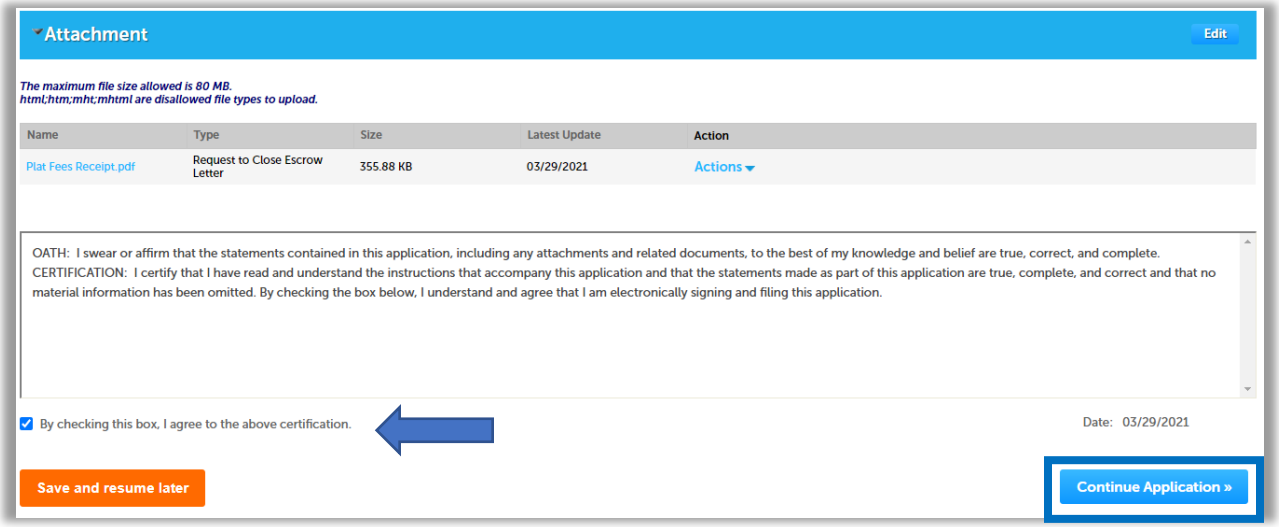
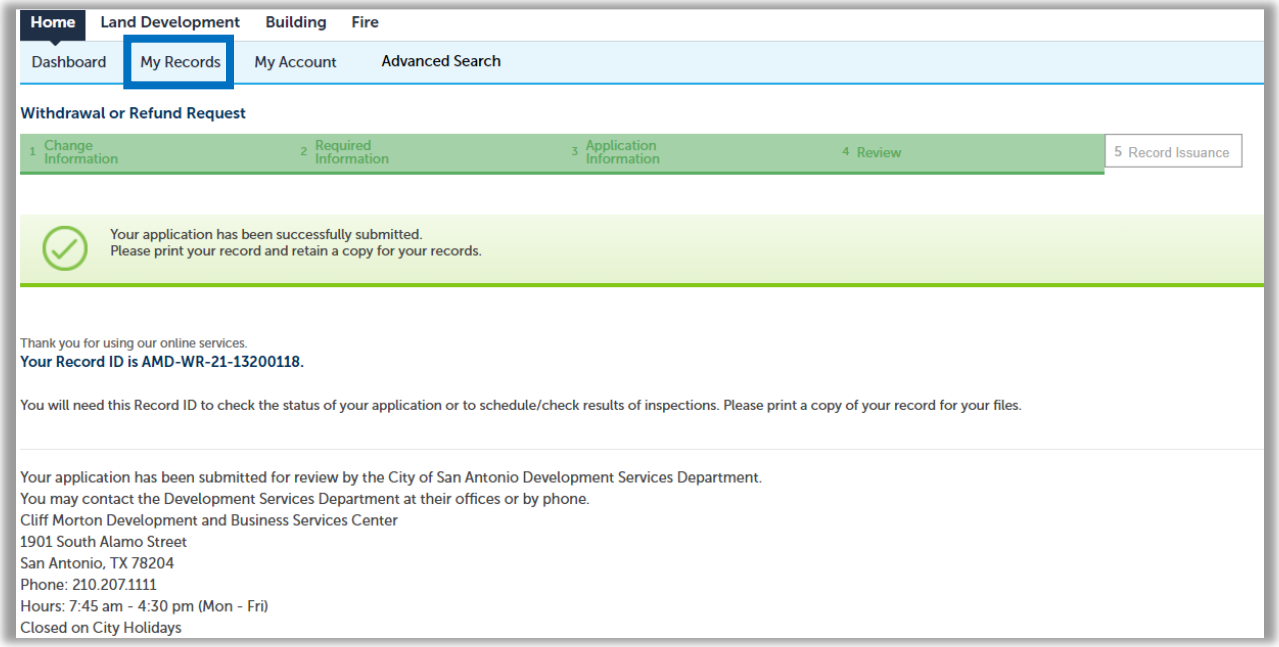


11. Your record is submitted.



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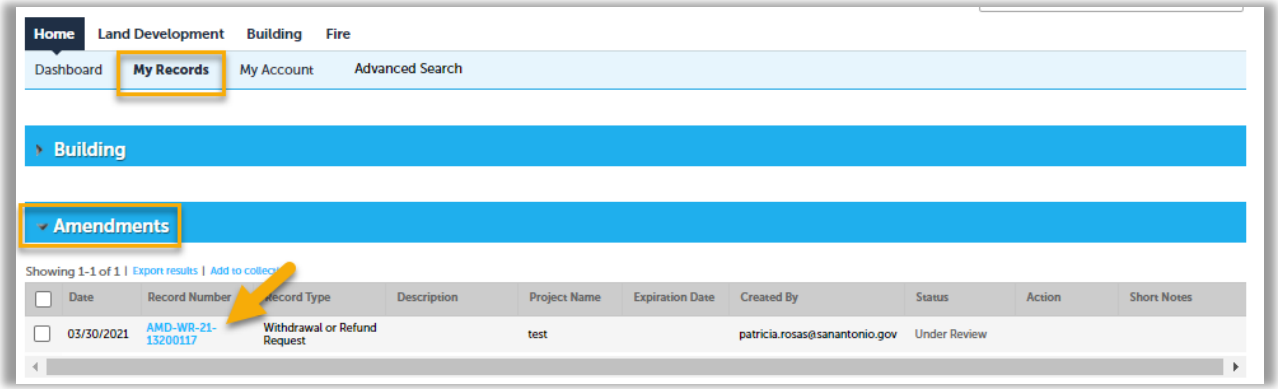
12. Go to ***My Records*** for additional tracking. Click arrow to the left of Amendments to open the category. Find the record. To view the status, click the Record Number blue text link.